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# University of Sunderland

## Role Profile

### Part 1

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lifechanging



**University of  
Sunderland**

#### Sunderland Online Assistant (Student Administration)

<b>Job Title:</b>	Sunderland Online Assistant (Student Administration)
<b>Reference No:</b>	
<b>Reports to:</b>	Sunderland Online Coordinator (Student Administration)
<b>Responsible For:</b>	N/A
<b>Grade:</b>	C
<b>Working Hours:</b>	18.5hrs hours per week
<b>Faculty/Service:</b>	Sunderland Online
<b>Location:</b>	TBC
<b>Main Purpose of Role:</b>	<p>To provide clerical and administrative support for key activities within the student administration of Sunderland Online provision including admissions service to applicants leading to the enrolment, invoicing and record maintenance of these students.</p> <p>To deliver excellent service provision and support colleagues with continuous improvement, placing the student experience at the heart of what we do</p>

#### Key Responsibilities and Accountabilities:

- Assist in the effective operation of the University's admissions and records function for Sunderland Online and all related processes and procedures including holding individual responsibility for designated areas.
- Liaison with external and internal bodies to report and resolve issues relating to the student record, e.g., HEP central Student Administration, SLC etc.
- Support with the effective coordination, planning and organisation of the applicant/student record.
- Contribute towards the continuous development of processes and procedures within the Sunderland Online team.
- Take responsibility for effective day to day processing in a specified area on a rotating basis, for example: audits, archiving, yearly documents production..
- Effectively work with large volumes of data to achieve business objectives
- Administer the Sunderland Online applications, acceptance, offer processes and enrolment.
- Be a central and team source of expertise and advice on Sunderland Online admissions regarding fairness, transparency and non-standard qualifications; and to share and embed good practice.
- Be a central and team source of expertise and advice on Sunderland Online record maintenance and enrolment, working accurately and efficiently to guidelines and timelines.
- Assisting colleagues with the generation, auditing and amendments of student records, including auditing, monitoring and correction of data.

	<ul style="list-style-type: none"> <li>• Assisting colleagues to ensure effective operations in a specified area, for example: DBS, medical application forms: ensuring in all cases that all applicants/students are cleared by the team within a specified time.</li> <li>• Liaising with colleagues in Technical Services and Academic Registry to ensure that systems are correctly set up to receive applications.</li> <li>• Assisting in identifying and notifying third parties of any updates to students' status i.e, Student loans reporting duties, as determined by external bodies and within agreed timeframe.</li> <li>• Attend meetings and conferences with external agencies (SLC, OfS, HEP, DfE etc.) as appropriate – assess the impact of new knowledge, and cascade and disseminate as appropriate.</li> <li>• Liaise with external bodies to report and resolve issues relating to the acceptance of an applicant to the University (SLC, OfS, , HEP, DfE etc.)</li> <li>• Liaise with services across the University, including Student Administration, to ensure that Sunderland Online processes and records are aligned to University standards.</li> <li>• Operate within the framework of institutional imperatives including risk mitigation, legislative/statutory requirements including maintenance of data.</li> <li>• Work collaboratively with others and support stakeholders both internal and external, including Faculties, Services and HEP, to deliver the Sunderland Online provision.</li> <li>• To undertake other duties, as may be determined from time to time by managers, which are consistent with the general nature and grade of the job.</li> </ul>
<b>Special Circumstances:</b>	<ul style="list-style-type: none"> <li>• In response to the needs of the University, work during some days in University Closure Periods.</li> </ul>



### Part 2A: Essential and Desirable Criteria

	<b>Essential</b>
	<b>Qualifications and Professional Memberships:</b> <ul style="list-style-type: none"><li>• Educated to GCSE standard or equivalent qualification; or substantial relevant experience/ expertise.</li></ul>
	<b>Knowledge and Experience:</b> <ul style="list-style-type: none"><li>• Demonstrable experience of SITS or other database systems.</li><li>• Appropriate breadth of relevant experience in a busy office environment.</li><li>• Proficient use of standard desktop packages and communication tools.</li><li>• Demonstrable ability to interpret regulations and procedures and apply consistently and fairly.</li></ul>
	<b>Desirable</b>
	<b>Qualifications and Professional Memberships:</b> <ul style="list-style-type: none"><li>• A levels or equivalent qualification.</li></ul>
	<b>Knowledge and Experience:</b> <ul style="list-style-type: none"><li>• Experience of working in an HE context.</li></ul>

### Part 2B: Key Competencies

<b>Competencies are assessed at the interview/selection testing stage</b>	<b>Communication</b>
	<b>Oral and Written</b> <p>The role holder is required to, understand and convey straightforward information in a clear and accurate manner and the role holder is required to, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.</p>

	<p><b>Service Delivery</b></p> <p>The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the organisation by being responsive and prompt in responding to requests and referring the user to the right person if necessary; deliver service that is usually initiated by the customer, and typically involves routine tasks with set standards or procedures and it is an important requirement to deal with internal or external contacts where the service is usually initiated by the role holder, working within the organisation's overall procedures or policies OR proactively seek to explore and understand customers' needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).</p>
	<p><b>Decision Making Processes and Outcomes</b></p> <p>Take independent decisions is a requirement and has a minor impact. The role holder is required to be party to some collaborative decisions; work with others to reach an optimal conclusion that have a moderate impact. Provide advice or input to contribute to the decision-making of others is a requirement and has a minor impact.</p>
	<p><b>Planning and Organising Resources</b></p> <p>The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives and it is an important requirement to plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis; plan and manage small projects, ensuring the effective use of resources; receive information from and provide information to others to complete their planning; monitor progress against the plan.</p>
	<p><b>Teamwork and Motivation</b></p> <p>The role holder is required to be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team and it is an important requirement to clarify the requirements and agree clear task objectives for team members; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members.</p>
	<p><b>Knowledge and Experience</b></p> <p>The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies.</p>
<b>Date Completed:</b>	<b>March 2023</b>